

# Distributor—Aero Direct

## Aviation Parts Distributor Needing a Technology Partner

### Situation

A vital supplier for aviation companies, Aero Direct needed a technology partner to provide network infrastructure support. They had a full-time developer whose primary responsibility was to manage their ERP solution, but he also worked on infrastructure and help desk support—neither of which were his core competencies.

- The goal was to work alongside the full-time developer, who was alienating team members with his impatient attitude and caustic comments.
- CFO Brian Birkin faced a difficult challenge: Aero Direct was completely dependent upon their developer, given that only he understood their ERP solution; however, his divisive behavior was causing damage and leading to many HR headaches.

“I knew our developer was holding us hostage. Still, I couldn’t fire him until I found a technology partner who could manage both the computer network and ERP solution. We signed with CCS Technology, and they tried hard to work well with our developer, but he made it difficult. Eventually, I had to fire him. CCS stepped up and learned about our ERP solution, and they’ve been managing it well ever since.”

### CCS Solution

#### Phase One

CCS migrated Aero’s 33 users from the on-premise Exchange to Office 365 to save the expense of a new server and networking equipment. The immediate savings was more than \$20,000.

In addition, CCS installed agents on all devices and began to centralize support, as well as standardize all network hardware. This gave Aero users much better security, support and “work from anywhere” capability.

#### Phase Two

After onboarding was complete, CCS began to field help desk requests. In time, CCS would also take over and fully support their ERP solution. This provided advanced expertise, immediate help for users and an overall peace of mind.

### Results

- Aero’s staff has increased to 42+ users. CCS has consistently provided timely advice and the exceptional support needed for this growing aviation parts supplier.
- The supplier’s technology goals have been met at affordable prices and provided incredible value.
- Outsourcing IT support allowed Aero Direct to focus on its core mission of being a top-tier aviation supply chain partner.

### Snapshot

- Client had volatile situation with a rogue employee on whom they had become dependent.
- Initial needs included email migration and infrastructure/help desk support.

- After onboarding CCS would need to learn their ERP solution and, in time, fully support it.